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# COMMUNICATION PLAN

## Department of Transportation

## DELPHI Program



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Creation Date:	March 5, 1998
Last Updated:	4/13/98 10:06 AM
Control Number:	<a href="#">CR040</a>
Version:	4

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## Introduction

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### Purpose

The purpose of this Communication Plan is to define the approach to communicating with the Office of Financial Management (OFM), Financial Management Committee (FMC), Government entities outside the DOT, software vendors, the program team and all users of DELPHI during of the DOT DELPHI Program.

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### Scope & Application

The Communication Plan defines the program communications for all entities involved in the planning and execution of the DELPHI Program. The following topics are included in the Communication Plan:

- Planning Approach
- Communication Methods and Responsibilities
- Communication Management and Control

The responsibility for executing the Communication Plan resides with the DOT Program Management Team (Mike Monroney Aeronautical Center and OFM). However, communications will be carried out by various project team members during the course of the program.

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### Related Documents

1. Program Charter for the DELPHI Program
2. Control and Reporting Procedures for the DELPHI Program
3. Quality Plan for the DELPHI Program
4. Documentation Management Plan for the DELPHI Program

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## Planning Approach

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### Communication Plan Approach

This document establishes methods of communicating to the Office of Financial Management, Financial Management Committee, Government entities outside the DOT, software vendors, the program team and all users of DELPHI. Communication to these groups exists for the purpose of:

- Gathering software configuration requirements;
- Scheduling and strategic planning;
- Enabling preparation for implementation of DELPHI;
- Reporting program team progress;
- Facilitating organizational preparedness;
- Enhancing the training process;
- Communicating changes in policy or procedures;
- Communicating gaps between federal requirements and functionality that the DELPHI Team identifies during the course of the program;
- Managing expectations.

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### Scope

The plan defines the individuals or groups responsible for communicating with references to procedures outlined in related program documents. It also defines the frequency of each communication.

The responsibility for executing the Communication Plan resides with the DOT Program Management Team. However, communications will be carried out by various project team members during the course of the program.

## Communication Methods and Responsibilities

### Program Communications

Method	Purpose	Responsibility	Frequency	Audience
Meeting with OA Users	Enable preparation for DELPHI implementation, facilitate organizational preparedness, enhance training process, communicate changes in policy or procedures, manage expectations. This meeting can be accommodated through the program schedule (SDL activities, etc.).	Program Management Team	At least Bimonthly	OA Users
Telecon	Enable preparation for DELPHI implementation, facilitate organizational preparedness, enhance training process, communicate changes in policy or procedures, manage expectations.	DELPHI Program Team Members	Three days a week at designated times (Tues, Wed, Thurs)	Individual OA Users
Telecon	Enable preparation for DELPHI implementation, facilitate organizational preparedness, enhance training process, communicate changes in policy or procedures, manage expectations.	Program Management Team, DELPHI Program Team Members	At least Biweekly or more often as needed	All OA Users
Group Progress Review Meeting/ Meeting Minutes	Report individual status and progress of assigned activities. Identify gaps between federal requirements and Oracle functionality of the system. Also identify policies and policy changes that are identified through design activities.	DELPHI Program Team Members	As needed -- at least weekly	DELPHI Group Leaders
Time Reporting Process/Resource Hour Timesheet	Report individual status and progress of assigned activities.	All Program Team Members	Weekly	Program Support/Project Manager
Project Progress Review Meeting/ Meeting Minutes	Report progress of groups including issues and problems reported. Identify gaps between federal requirements and Oracle functionality of the system. Also identify policies and policy changes that are identified through design activities.	Project Manager/ Group Leaders	Weekly	Program Management Team

Method	Purpose	Responsibility	Frequency	Audience
Issue, Problem, Change Request Meeting	Review status of action items and assign new issues/problem resolution to team personnel.	Group Leaders/Program Management Team	Weekly	Program Management Team
Group Status Report	Summarize progress of each group with regard to task completion, issues, problems, changes, and resource schedules	Group Leaders	Weekly	Program Management Team
Program Status Report	Summarize progress of the program, highlights policy or other issues and problems that must be elevated for resolution. Includes cumulative tracking of progress against planned timeline and budget. Covers previous two-week period. For example, the report dated 5/29/98 includes information and resource hours for the period 5/11/98 through 5/22/98.	DOT Program Manager/Program Support	Biweekly for OFM Director, Monthly for CFO/DCFO and FMC	OFM, CFO, DCFO, FMC
Report of Consulting Hours and Expenses	Consultant resource tracking.	Consultant Project Manager and Integrator Program Manager	Weekly	Program Management Team
Program Team Newsletter	Communicate new federal policies that may impact the program or changes in program procedures. Communicate status of resolution for functional gaps.	Program Management Team/Program Support	Biweekly	All Program Team Members
Site Visit Report in the form of a Memorandum to the Record	Identify issues, give report of visit, document findings, provide recommendations (if any).	Visiting Specialists (Quality Auditors, Hardware Vendors, etc.), DELPHI Group Leaders, or Program Management Team	Per Site Visit	Program Management Team
Correspondence (E-Mail, FAX, etc.)	Communicate new federal policies that may impact the program.	OFM	As Needed	Program Management Team
DELPHI Newsletter	Enable preparation for DELPHI implementation, facilitate organizational preparedness, enhance training process, communicate changes in policy or procedures, manage expectations.	Program Management Team/Program Support	Monthly	OFM, FMC, All Program Team Members
DELPHI Internet Site	Enable preparation for DELPHI implementation, facilitate organizational preparedness, enhance training process, communicate changes in policy or procedures, manage expectations, provide files to view or download.	Project Manager	Monthly Update	Personnel with access to the internet

Method	Purpose	Responsibility	Frequency	Audience
Telecon	Review status of action items, discuss new issues, problems, changes.	Program Management Team	Daily	OFM

### Software Vendor Communications

Method	Purpose	Responsibility	Frequency	Audience
Gap Status Report	Communicate gaps between federal requirements and Oracle functionality.	Program Management Team	Weekly	Oracle Federal Applications Advisory Board and Federal Development Group
Gap Status Report	Communicate status of resolution for functional gaps.	Weekly with Oracle Federal Applications Advisory Board and Federal Development Group. Biweekly with Oracle Management	Weekly/ Biweekly	Consultant Project Manager/Program Management Team

### Other Government Entities Communication

Source/Method	Purpose	Responsibility	Frequency	Audience
GSA Internet Site <a href="http://www.gsa.gov/">http://www.gsa.gov/</a>	Communicate new federal policies that may impact the program.	DELPHI Group Leaders	Weekly	Project Manager/DELPHI Group Members
Treasury Internet Site <a href="http://www.ustreas.gov/">http://www.ustreas.gov/</a>	Communicate new federal policies that may impact the program.	DELPHI Group Leaders	Weekly	Project Manager/DELPHI Group Members
Financial Management Internet Site (OMB,FASAB,JFMIP, GAO,AGA, etc.) <a href="http://www.financenet.gov/">http://www.financenet.gov/</a>	Communicate new federal policies that may impact the program.	DELPHI Group Leaders	Weekly	Project Manager/DELPHI Group Members

**Note:** Refer to Control and Reporting Procedures for more information on the reporting process, agendas, etc.

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## Communication Management and Control

The Communication Management process defines, monitors, and directs all communications on the DELPHI program.

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### Standards and Procedures

The following standards and procedures are components of the Communication Management Plan for this program:

- Communication Management Support Tool

#### Communication Management Support Tool

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The following tools are used to support communication procedures:

- Microsoft Publisher to support newsletters.
- Microsoft Internet Explorer or Netscape to support access to the internet.
- Microsoft Word and/or Excel, for status reporting.
- Lotus CC:Mail for e-mail.
- Project Workbench for timesheet reporting.